CHCS II Support Staff Course

Instructor Name

Date

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Rev 2.2

Logistics and Introductions

- Logistics
  - Cell phones
  - Facility information
- Name
- Clinical Background

What is CHCS II?

CHCS II is a computer-based patient record (CPR) system selected

by the Department of Defense to meet the requirements of the Military Health System.

CHCS II provides:

- A Graphical User Interface that networks with existing systems
- Efficient means of creating, managing and retrieving medical records
- Anytime, anywhere delivery of patient records to the point of care
- Future access to military records for health studies worldwide

COMPOSITE HEALTH CARE SYSTEM II

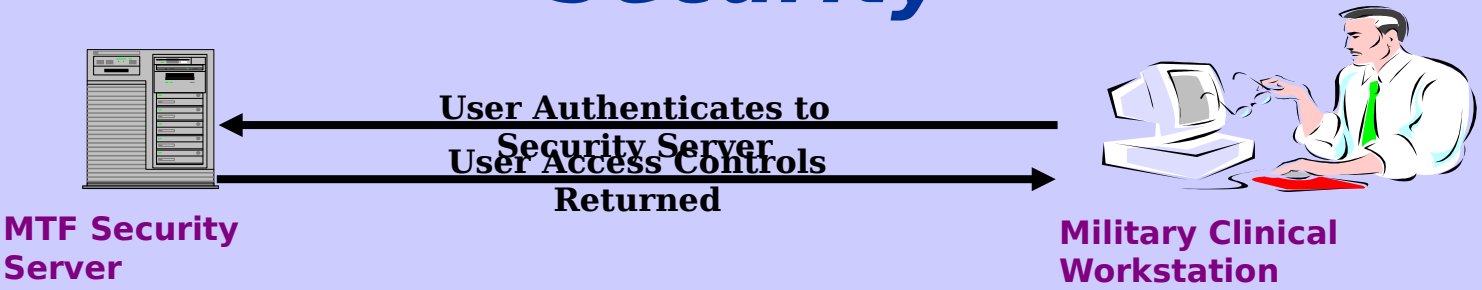
Limitations of Paper Based Medical Records

- Paper charts are lost
- No automatic drug interaction alerts
- Penmanship counts
- Only one person can access a record at a time

CHCS II Benefits

- Interfaces with existing systems
- Uses MEDCIN®
- Facilitates compliance
- Supports team-based health care and clinic workflow
- Supports problem-oriented health care
- Accumulates data for reports and studies
- Provides anywhere, anytime access
- Maintains security

Security



- CHCS II security is multi-leveled and conforms to HIPAA/MHS security standards
- User access to patient information within the application is based on user role
- Roles and privileges are tied to unique user name and password
- The System Administrator assigns passwords
- Users must have a CHCS account prior to receiving for a CHCS II account
- The CHCS II password replaces CHCS verify code

COMPOSITE HEALTH CARE SYSTEM II

Expectations

- 100% of CHCS II users shall attend scheduled classroom training
- Support shall receive One-the-Job Training (OJT)
- 100 % of patient encounters shall be documented in CHCS II

Training Schedule

Users	Training Method Duration	
Providers	ILT/Classroom Training hours	2 X 4
	OJT hours	16
Nurses	ILT/Classroom Training hours	2 X 3
	OJT hours	16
Support Staff	ILT/Classroom Training hours	4
	OJT hours	4
Clerks	ILT/Classroom Training hours	4

Key Information Technology Training Resources

- MTF CHCS II Team
  - MTF Project Officer
  - Facility Training Coordinator
  - Clinical Champion/SuperUser
- Unisys On-Site Team
  - Site Training Coordinator
  - ILT Trainers
  - OJT Trainers

System Demonstration

Course Goal

The goal of this course is to enable Support Staff to access, navigate, and use the CHCS II application to document patient encounters.

CHCS II Training System

- The CTS desktop icon:

Cts.lnk

- Stand-alone version of CHCS II
- Simulates functionality
- Patient data is fictitious
- Limited choices for Labs, Rads, and Meds
- Some variations from live CHCS II system
- Logs you on as a Provider
- Live system access may vary depending on roles

Training and MTF Business Rules

- Training exercises do not imply that your clinical role or privileges change
- Training scenarios represent user's role
- Roles and privileges vary from MTF or clinic
- MTF and service-specific business rules are to be followed when using CHCS II

Course Agenda

- Navigation
- Patient Search and Appointments
- Patient Encounter
- Previous Encounters
- Telephone Consults
- Health History Folder
- Questionnaire Setup & Patient Questionnaires

Navigation Learning Objectives

- Log onto the CHCS II application
- Access modules quickly using the Folder List
- Open and close an application module
- Lock CHCS II session
- Exit the CHCS II application

Patient Search and Appointments Learning Objectives

- Search for a patient record
- Set search selections for the Appointments module
- Change and save the column order
- Create a walk-in appointment
- Transfer an appointment

Patient Encounter Learning Objectives

- Open the encounter
- Setup Encounter Summary Properties
- Document “reason for visit”
- Verify patient’s allergies
- Document patient’s vital signs
- Document A/P
- Create an Order Set

Previous Encounters Learning Objectives

- Display a previous patient encounter

Telephone Consult Learning Objectives

- Set search selections for the Telephone Consults module
- Create a Telcon
- Transfer a Telcon to a different provider
- Edit a callback phone number

Health History Folder Learning Objectives

- Setup Health History Folder
- View Demographics information
- View and modify patient Problems information
- View and copy Lab results into an encounter
- View and copy Radiology results into an encounter
- View and modify patient Allergy information
- Setup and review the properties for Vitals Signs Review

Questionnaire Setup & Patient Questionnaires
Learning Objectives

- Create and release a Questionnaire
- Change the status of a Questionnaire
- Interview a patient

Course Summary

- Overview of the system, the training, the expectations
- Basic skills: navigating through documenting
- Patient Search and Appointments
- Telephone Consults
- Demographics
- Patient Encounter
- Previous Encounters
- Health History Folder
- Questionnaire Setup & Patient Questionnaires

COMPOSITE HEALTH CARE SYSTEM II

What do I do if I encounter a problem while working with CHCS II?

- Write down any error message received
- Remember what action was taken before the error message was received
- Take screen shots
- Report the problem to your local Help Desk

Other Help Resources

- CHCS II User Manual
- Application Help menu
  - Detailed information on use of modules
  - Step-by-step procedures